

Horizon Utilities' City of Hamilton Service Offering Highlights

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Customer Service Excellence Highlights

Customer Satisfaction

- 95% customer satisfaction rating; higher than Ontario and national average

Increased customer communications and assistance

- New notification added for customers with estimated meter reads
- Increased customer awareness to identify water leaks faster and decrease customer impact
- Leaky toilet dye strips now being sent with water brochure to assist customers

Rate Restructuring Partner

- Provided data analysis to support the rate structure review process
- Developed multiple versions of the new invoice to provide clarity and transparency
- Assisted in the creation of customer communication to ensure a successful implementation
- Assisted in the development of a training program and key messages to maximize customer education and understanding

Expanding Customer Service in 2014

Call Centre

- Increasing accessibility for customers at peak times of the day, month, and year through enhanced agent scheduling
- Potential to expand hours of customer service operations